CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:				
Classification Specification: <u>Technical Services Manager</u>				
Salary Range: NR 52 – Market Adjusted Management Benefit Level B				
Position Description: <u>Technical Services Manager</u>				
Incumbent:				
Location: Information Technology Department – Technical Services				

GENERAL PURPOSE:

Under the direction of the Information Technology Director, manage the Technical Services Division of the Information Technology Department; provide direction to staff in each area, which includes responsibility for Network, E-mail, Telephone systems, and desktop computer systems, software, setup, and support.

Work is characterized by the incumbent's leading role in technically challenging network projects involving emerging technologies and the applications of Local Area Networks (LAN) and Wide Area Networks (WAN) to meet user needs. Work is also characterized by substantial management, administrative, and supervisory functions in providing excellent network, telephone, and desktop computer Customer Support services to City departments. Duties also include substantial project leadership; analyzing user needs; assisting users, IT staff, and City officials in meeting technological needs in the area of computer networking and network security; coordinating work in conjunction with City departments, officials, IT staff, vendors, and consultants; and performing research and development of complex and newly-emerging technologies as they may apply to City use.

Work is performed under managerial direction. The supervisor provides the incumbent with assignments in terms of broad practice, precedents, policies, and goals. Work may be reviewed for fulfillment of program objectives and conformance with departmental policies, practices, and/or objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Managing the City's LAN and WAN hardware and software, including but not limited to, Microsoft Windows Server, LAN/WAN, equipment, routers, bridges, data switches, print devices, modems, multiplexers, hubs, fiber optics receivers and transceivers, and HP3000 servers.

Serve as an advisor to the Information Technology Director, Chief Administrative Officer, department directors, Mayor, and City Council on matters relating to information technology.

Communicate with City officials, officials of other governmental agencies, business community representatives, IT staff, vendors, contractors, consultants, City department personnel, etc. on information services activities or projects.

Responsible for network monitoring, performance, security, and diagnostics. Analyze,

diagnose, troubleshoot, and repair complex network and data communication problems in conjunction with IT staff and/or contractors/consultants.

Manage and assist assigned staff in performing network administration; e-mail administration; wiring projects; security management; Manage and assist assigned staff in performing desktop computer setup; delivery, and software support to all departments.

Manage assigned staff in operating a Service Desk to coordinate, assign, and complete technology-related calls for service and support.

Provide a leading role in analyzing City requests for network-related services; identify and evaluate alternative solutions; provide recommendations; design, coordinate, and implement network programs; and provide and coordinate ongoing support with computer operations personnel.

Supervise assigned staff in accordance with the City's policies, procedures, and applicable laws. Responsibilities include, but are not limited to, interviewing, hiring, training, assigning, and evaluating work; appraising performance; rewarding and disciplining employees; addressing complaints and disputes; resolving problems; recommending promotion and disciplinary action; approving/scheduling leave time; and recommending termination as appropriate.

Assist in the preparation and evaluation of requests for proposals and information, formal and informal procurements related to network or data communications in accordance with City policy, procedures, and applicable ordinances.

Responsible for managing appropriate technical and procedural documentation, including necessary updates and training on the use of such documentation.

Conduct and/or coordinate training for IT staff, computer operations personnel, and end users with regard to network systems, hardware and software, procedures, standards, etc.

Assist in developing or recommending citywide network and computer operations policies regarding practices, procedures, authority levels, emergencies, and similar procedures.

Assist in the development of department capital and operating budgets as related to assigned projects and systems. Plan, develop, prepare, monitor, and manage the annual and supplemental budget recommendations for the Technical Services Division; analyze and control expenditures to ensure conformance with budget limitations and established fiscal policies.

Consult with and assist the Information Technology Director on short and long-range planning of the division's budget; staff projections; and developing and implementing goals, policies, procedures, and practices.

Communicate with City officials, officials of other local governments, school districts, business community representatives, IT staff, vendors, contractors, consultants, City department personnel, etc. on network and automation-related activities or projects.

Review construction and facilities alteration plans to recommend placement, size, and type of network equipment and services, complying with City wiring plans and anticipated growth patterns.

May assist in implementing communications and computer operations systems beyond data and voice communications including, but not limited to, video transmission and/or cable TV.

Submit periodic status reports and other written communications.

Chair meetings, prepare agendas, and coordinate project activities; attend meetings, training, conferences, and seminars as appropriate; maintain current understanding of department functions and programs; and represent the department as required.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

PERIPHERAL DUTIES:

May be required to act as Information Technology Director in the Director's absence.

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Microsoft Windows Server 2000 and higher, LAN and WAN systems, voice and data networks
- Management of Microsoft Exchange Enterprise e-mail system
- Desktop computer configuration, management, and support practices
- Knowledge of protocols, operations, management, and configuration techniques for network devices and workstations
- Network wiring systems best practices and management
- Network design, protocols, devices, implementation, and related networking concepts including principles, practices, and technical aspects of networking
- Analysis, design, development, and maintenance of network hardware including routers, bridges, hubs, switches, and related hardware and software
- Principles and techniques of cost-benefit analysis processes
- Computer and peripheral equipment capabilities
- Personal computers, minicomputer operations, network operating systems, utility programs, etc.
- Telephone and/or video transmission systems and applications
- Capacity management issues in an ongoing, growth-oriented organization
- Municipal government policies, procedures, practices, and objectives; and applicable local, state, and federal laws, codes, regulations, and ordinances
- Current literature, trends, and developments in the field of Information Technical Services
- Methods, principles, and practices of effective conflict resolution
- Modern management and supervisory theories, principles, and practices
- Principles and practices of governmental budgeting and purchasing procedures and practices
- Record-keeping techniques
- Correct English usage, grammar, spelling, punctuation, and vocabulary

SKILLED IN:

- Network management
- Creating and maintaining network documentation and diagrams
- Effectively organizing and expressing ideas through the use of oral and written communications

- Effective interpersonal communication using tact, patience, and courtesy
- Applying principles and practices of administration, supervision, and training including hiring, directing evaluating, awarding, and disciplining staff

ABILITY TO:

- Manage the work of a staff and consultants at a variety of technical skill levels
- Oversee detailed network design, implementation, and maintenance work
- Evaluate procedures and systems operations from a cost-benefit standpoint
- Learn computer software packages and adapt for specific user application quickly and effectively
- Operate a variety of computers and related equipment including mainframes, printers, interfacing hardware, terminals, and software packages
- Plan for network scalability, growth, and budget requirements
- Train and provide work direction to others
- Communicate and work effectively with users, department staff, City officials, vendors, and consultants
- Work in a team environment
- Plan and organize work
- Meet project schedules and timelines
- Read, analyze, and interpret technical journals, financial reports, operating and procedure manuals, general business periodicals, professional journals, government regulations, etc.
- Speak effectively and present information before groups of employees, managers, or officials
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; and apply these concepts to practical situations
- Define problems, collect data, establish facts, and draw valid conclusions; apply common sense understanding to solve practical problems and deal with a variety of variables in situations where only limited standardization exists
- Perform detailed network design and implementation work
- Work effectively on several projects concurrently
- Develop and implement missions, strategic goals, and objectives for the Technical Services
 Division

EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in computer science, MIS, or related field with specialized course

work in networking; and

Experience: Five (5) years of increasingly responsible experience in network analysis, design,

implementation, support, and management in a multi-site network environment, and management of network, telephone, and desktop computer support staff with at least a minimum of two (2) years lead, supervisory, and/or management

experience.

Or: In place of the above requirements, the incumbent may possess any combination of

relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed

above.

LICENSES AND OTHER REQUIREMENTS:

• Experience with telephone systems and video communications in a multi-site networked environment is desired

- MCSE certification is desired
- CCNP certification is desired
- Valid Washington State driver's license, or the ability to obtain one within thirty (30) days of employment

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computers, minicomputers, printers, scanners, telephones, fax and copy machines, calculators, and overhead projectors.

The incumbent may also be required to assist with computer operations equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use arms, hands, and fingers to reach, handle, feel, or operate objects, materials, tools, equipment, or controls. The employee is frequently required to sit, stand, walk, hear, and talk normally with or without mechanical assistance. The employee is occasionally required to stoop, kneel, crouch, or crawl under desks and panels; and lift in excess of 35 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in a typical information technology environment, which includes an office, a technical workstation, a computer room with a controlled environment, wiring closets, as well as working with users on site. The incumbent may be exposed to users, contractors, and vendors/suppliers who may possibly be irate or hostile. The noise level in the work environment is usually moderate to loud.

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SIGNATURE	S:				
Incumbent's Signature		 Date	Supervisor's Signature	Date	
Approval:					
Department	Director/Designee	Date	Employee Services Direc	tor/Designee Date	
** Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.				

Revised 3/1/07